

## ABSTRACT OF THE DISCLOSURE

5 An enhanced session initiation protocol (SIP) server is  
located at a call center for generating message bodies to be  
included within SIP request and/or response messages. A  
particular message body may provide information to a caller  
regarding status of a current call. If the call is  
10 unauthorized, the message body may further provide the caller  
with instructions as to the steps that need to be taken to  
become authorized. If the call is authorized, the message may  
provide the caller with other personalized information and/or  
promotional information in addition to the call status message.  
15 The SIP server may further compose messages to be transmitted  
to a call center agent. The SIP messages sent to the call  
center agent may include the caller's profile information for  
allowing the agent to have the information on hand prior to  
voice conversation.